

## BARBER - Kinzer PPS GAL RE 0012668

Remington Arms Co., Inc.  
Product Service  
Legal Case #:5084

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
211917	11/30/2010	11/15/2010	11/30/2010	11/11/2010			

## Customer Information

Type	Business First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident	Joshua	Vincent	3 Mallison Falls Rd.	Windham	ME	04062		H 207-650-6830 E jvincent@portlandsafe.com

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD	Cause:4038 Could Not Duplicate Concern		Unknown	
S	Concern:1007 Fired on Safe Release			
C FSR				

11/12/10: Customer called in. He stated on 11/11/10 he had a FSR. No damage - No injury. df

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/270 WIN	25771	C6883247		5/2/1994
Date Purchased	Where Purchased	Accessories	Original Owner			
	WAL-MART WAREHOUSE #3R		Y			

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Per Ilion - Repair @ n/c - gesture of goodwill						

Repair/Replacement Cost	Repair/Replacement Date
\$62.23	12/6/2010

11/15/10: Sending ARS, ltr, form & box. Box order# 1159140. df 12/6/10: Per Fred S. - Could not duplicate concern. Sluggish movement of trigger due to sticky residue. TA had been adjusted. Install new TA @ n/c - gesture of goodwill. df

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		supry
	Exam Date		11/30/2010
	Product Type		RF
	Action Type		A
	Assigned To		Supry
			Was unable to duplicate concern at bench.

<http://cps03ap13:200/psaapp/PrintDisplay.aspx?ID=5084&Type=Case>

12/6/2010

## BARBER - Kinzer PPS GAL RE 0012669

Cause	4038	Could Not Duplicate Concern	However, the trigger movement was very sluggish returning under sear due to sticky residue inside the housing. Also, the trigger had been adjusted outside of the factory.		
Barrel	Description		22 inch Model 700 270 caliber		
	Date Code		CO		
	Bore Plugged	False			
	Bulged	False			
	Fired	False			
	Fired while Obstructed				
	Muzzle/Crown Condition	Slightly Worn; Functioning			
Bolt	Firing Pin	Slightly Worn; Functioning			
	Shroud	Slightly Worn; Functioning			
	Face	Slightly Worn; Functioning			
	Handle	Slightly Worn; Functioning			
	Stop	Slightly Worn; Functioning			
Extractor	Condition	Worn; Functioning			
	Cut Condition	Slightly Worn; Functioning			
	Ext/Eject Test	True			
Magazine	Condition	---Select---			
	Box Condition	Slightly Worn; Not Functioning			
Overall	Exterior Condition	Worn; Functioning			
	Stock Condition	Abused; Functioning	Large gouge on right side of stock		
	Fore End Condition	---Select---			
Receiver	Condition	Slightly Worn; Functioning			
	Bulged	False			
Safety	Description		Model 700		
	Function	Slightly Worn; Functioning			
Sear	Lift	---Select---	not measured		
	Notch	Slightly Worn; Functioning			
	Trigger	Condition	Abused; Functioning	Sticky residue under bolt stop release and inside trigger housing. Sluggish movement of the trigger	
Pull		---Select---	5.25 lbs		

**BARBER - Kinzer PPS GAL RE 0012670**

Altered		True	Both front screw have been adjusted outside of the factory.
Sub-Assembly		M/700 Non-Bolt Lock	

frmRepairMain - FGI Repairs

File Add Repair Estimate Repair Expedite Repair Inquiry Repair Tools CSR Tools Reports Table Maintenance System Location

frmRepairMain - Repair Inquiry

Repair Number: RE00211917 Serial: C6883247 Model 700 Center Fire Caliber: 270 Repairman: Status: Estimating 11/30/2010 11:18:26 AM  
 Verify Repair: W/N Produced: 05/02/1994 SKU: 25771

ADDRESS INFORMATION

Customer: Received from: Return To: Received from:

Name: JOSHUA VINCENT JOSHUA VINCENT  
 Address 1: 3 MALLISON FALLS ROAD 3 MALLISON FALLS ROAD  
 Address 2: PO Box: PO Box:  
 City: WINDHAM WINDHAM  
 State: ME Zip Code: 04062 Country: US ME Zip Code: 04062 Country: US

FFL:

Contact / Condition Problems Estimate History Status Shipping / Billing

Date	Code	User ID	Desc1	Desc2	
11/30/2010 10...	New	valenids	Repair Added		
11/30/2010 10...	Update	valenids	Repair information change		
11/30/2010 10...	Maint	valenids	Repair Maintenance	Status: New	
11/30/2010 1...	Expedite	supryfl	From: Check In	To: Repair B	

Shipping Hold  
 Interface Hold  
 Estimate Sent  
 Parts Received  
 Passed Inspection  
 Return as Received  
 Has Been Approved  
 Internal Repair  
 Exclude TATC

Current Status  
 Estimating  
 11/30/2010 11:18:26 AM  
 Policy  
 Repair Bench  
 Repair Location  
 ILN  
 Current Location  
 ILN  
 Transfer Number

Repair Search Refresh Close

supryfl - ILN/Prod frmRepairMain D1102R7XFIL Tuesday, Nov 30 2010 2:53 PM

start D1102R7XFIL PPS - Gal S. Tools - Main frmRepairMain - F.

RECEIVED  
 DEC - 1 2010

BY:.....

BARBER - Kinzer PPS GAL RE 0012671

PS 14559

**Remington®**

November 12, 2010

Joshua Vincent  
3 Mallison Falls Rd.  
Windham, ME 04062  
Ph: 207-650-6830

Ref: # 5084

Dear Mr. Vincent,

Serial Number: C6883247

Model: 700



RE00211917

Enclosed is a prepaid UPS shipping label to cover shipment of your firearm to our factory for examination.

**Please include a copy of this letter to put inside the shipping container. The letter inside is important as sometimes the outside label gets damaged in transit and we want to be sure the firearm is logged in correctly. Mark the ends of the box with "Product Service".** Product Service will be inspecting the firearm and will contact me with the results.

I hope that this action will keep you a loyal Remington, H&R customer.

Sincerely,  
D. Fulcher  
Consumer Affairs Administrator  
Remington, H&R, Marlin  
Phone: 1-800-243-9700  
Fax: 336-548-7872

enclosure

Could not duplicate concern,  
Sluggish movement of trigger due to  
sticky residue. Install new Trigger assembly  
N/A as gesture of goodwill.

FRED 11/30/10

Remington Arms Company, Inc. • 870 Remington Drive • P.O. Box 700 • Madison, NC 27025  
Phone 800-243-9700 • [www.remington.com](http://www.remington.com)

BARBER - Kinzer PPS GAL RE 0012672

PS 14560

BARBER - Kinzer PPS GAL RE 0012673

Print

Reset

<b>Model</b> Number: <u>700</u>		<b>Serial</b> Number: <u>C6883247</u>	
Are you the original owner?: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO			
Name: <u>Joshua Vincent</u>		Date of Purchase: <u>Aug '94</u>	
Address (no PO Boxes): <u>3 Mallison Falls Rd</u>			
City: <u>Windham</u>		State: <u>ME</u>	Zip: <u>04062</u>
Phone (Daytime): <u>207-<del>8</del> 650-6830</u>		Fax: <u></u>	
E-mail Address:(if e-mail address is provided, notification of receipt and shipment will be sent) <u>jvincent@portlandsafe.com</u>			
E-mail Address: <input type="checkbox"/> I would like to receive future e-mail updates from Remington.			
<b>Please describe your problem and date of occurrence:</b> <u>11/11/10 - loaded rifle and safety would not move from fire to Safe - opened bolt safety would move reloaded Rifle moved Safety to fire and rifle discharged trigger was not pressed.</u>			
500 characters left			
<b>Ammunition Information:</b>			
Manufacturer: <u>Winchester</u>		Type: <u>Fair/safe</u>	
Other (i.e. bullet weight/type, shot size, powder): <u>140 gr</u>			
<b>Handload Information:</b>			
Powder Used: <u></u>		Powder Weight: <u></u>	
Case/Hull Used: <u></u>		Primer Used: <u></u>	
Bullet Type/Shot Size: <u></u>		Reloader Used: <u></u>	
<b>Firearms Care (Cleaning and Lubrication):</b>			

BARBER - Kinzer PPS GAL RE 0012674

Brand of cleaning solution used:	
How often do you clean the bore? (Months or Number of rounds)	20-40 rds
How often do you clean the action? (Months or Number of rounds)	20-40 rds
How often do you clean the trigger assembly? (Months or Number of rounds)	
Brand of lubricant used:	
How often do you lubricate the bore? (Months or Number of rounds)	20-40
How often do you lubricate the action? (Months or Number of rounds)	20-40
How often do you lubricate the trigger assembly? (Months or Number of rounds)	
Have you reviewed the cleaning and maintenance recommendations on our web site or in our owners manual? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
When was the last time that your firearm was serviced by a Remington authorized repairman/gunsmith?) <u>N/A</u>	
What were the services performed?)	
Ship your INSURED firearm by either UPS or Parcel Post to:	
<p style="text-align: center;"><b>Remington Arms Co., Inc.</b>  <b>Attn: Arms Service Division</b>  <b>14 Hoefler Avenue</b>  <b>Ilion, NY 13357</b></p>	
<p><input type="checkbox"/> <b>WARNING: DO NOT SEND LIVE OR SPENT SHELLS IN YOUR FIREARM OR IN THE SAME BOX WITH THE FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT SHELLS PLEASE SEND THEM IN A SEPARATE PACKAGE AND INCLUDE NAME, ADDRESS (WITH ZIP CODE), TELEPHONE AND MODEL AND SERIAL NUMBER OF YOUR FIREARM.</b></p> <p style="text-align: center;">:: Record the serial number of your firearm before sending it.          :: Pack your firearm for safety and to prevent further damage in shipping and handling.              Preferably,              ship in a firearm box. (Note: Original boxes may not be returned.)          :: Remove all accessories from your firearm to prevent loss or damage.          :: Provide a return address on both the outside and inside the box. Shipments without a proper</p>	

**BARBER - Kinzer PPS GAL RE 0012675**

return address will be refused.

:: Ship your INSURED firearm by either UPS or Parcel Post. Remington is not responsible for damage or loss during shipment, so you may elect to purchase insurance from your carrier.

Charge repairs will be processed using the following guidelines:

:: Repairs \$75.00 and under will be completed and returned to you C.O.D. (To avoid C.O.D. Charges, please include your credit card number and expiration date with your gun)

:: For Repairs over \$75.00, you will receive a written estimate detailing the nature of the repair, applicable taxes and shipping. You will have 30 days to approve the repair estimate. Repairs can be paid by check, money order, or credit card (American Express, Discover, MasterCard, or VISA). If you wish, you can expedite repairs over \$75.00 by setting a pre-authorized amount that can be billed to your credit card. We process checks electronically through Check21.



**Remington.**

www.remington.com

Remington Arms Company, Inc.  
870 Remington Drive  
P. O. Box 700  
Madison, NC 27025-0700

## ARS LABEL REQUEST FORM

DATE:	11/15/2010	REQUESTED BY:	Dell
QUANTITY:	1	WEIGHT PER PACKAGE:	10 lbs
PLEASE CHECK ONE MEDIA COORDINATOR TO MAIL		I WILL MAIL XXXXXX	
DESCRIPTION: Ref# 5084 Rifle			

## LABEL INFORMATION

MAIL LABEL TO: Joshua Vincent 3 Mallison Falls Rd. Windham, ME 04062 Ph: 207-650-6830
RETURN ITEM TO Remington Arms Attn: Product Service Ilion, NY

PLEASE COMPLETE ALL PARTS OF THIS FORM AND SEND TO THE MEDIA COORDINATOR

4XX596 NOV 15, 2010 ALL CURR USD 1 OF 1  
 SVC GND COM ACT WT 10.0 LBS  
 TRACKING# 1Z4XX5969066053171  
 REF 1: JOSHUA VINCENT/CD/DMF  
 REF 2: 5084/RIFLE

HANDLING CHARGE 0.00  
 SINGLE-PIECE PUB RATE CHRGs:  
 DV 0.00 COD 0.00 SVC T/P USD  
 DC 0.00 DGD 0.00 RS 0.50  
 AH 0.00 PR 0.00 SD 0.00  
 TOT PUB CHG 7.42 PUB+HANDLING 7.42